

## San Marcos Public Library Policy on Reference and Information Services

*The following policy has been adopted by the San Marcos Public Library Board as authorized by Section 2.298 of the City of San Marcos Code of Ordinances. This policy is to be considered the official position of the library.*

- In order that the library collection and associated services are utilized to their fullest possible potential, the library staff will provide patrons with guidance, assistance, and instruction in use of the library.
- To the extent permitted by personnel and information resources, the library staff will provide information of a specific nature in response to patron questions.
- The library staff will refer patrons with questions of a genealogical, technical, medical, legal or academic nature that are considered inappropriate for the library's general collection to libraries of appropriate specialization.
- The library staff wishes to provide maximum service to students without diminishing the educational objective of their assignments or decreasing service to other users who have no other library service available. Therefore, students will be encouraged to use their own school or university libraries for course-related materials as a first resource. The library staff will give directions for finding books, periodicals, etc., rather than obtaining or assembling the materials for the student.

Adopted: June 1983